

OM 583: Quality in Manufacturing & Service Sector

Principles of Quality Management. Study of the major principles of quality management: customer focus, continuous improvement, employee involvement, and process improvement. Use of case studies and a project to gain knowledge in implementing quality management principles in Manufacturing and service sector.

Course Contents:

-) Total Quality in Organizations
-) Leadership and Strategic Planning
-) Human Resource Practices
-) Process management
-) Performance Measurement and Strategic Information Management
-) Principles of Six Sigma
-) Statistical Thinking and Applications
-) Tools for Process Improvement
-) Building and Sustaining Total Quality Organizations

Text Books:

-) The Management and Control of Quality; James R. Evans, William M. Lindsay; Thomson-Southwestern, 6th Edition, 2005
-) Suggested: Six Sigma For Managers, Greg Bruce, McGraw-Hill, 2002